

Appendix 8

Eligibility Verification System Quick-Reference Guide

Provider Services

(800) 947-9627 or (608) 221-9883

Provider Services Hours

Hours for recipient eligibility information and all other Provider Services inquiries (except pharmacy) are:

- 8:30 a.m. to 4:30 p.m. Mondays, Wednesdays, Thursdays, and Fridays.
- 9:30 a.m. to 4:30 p.m. on Tuesdays.

Hours for policy/billing information relating to pharmacy services are:

- 8:30 a.m. to 6:00 p.m. Mondays, Wednesdays, Thursdays, and Fridays.
- 9:30 a.m. to 6:00 p.m. on Tuesdays.

Automated Voice Response System

(800) WIS-ELIG (947-3544) or (608) 221-4247
Available 24 hours a day, seven days a week

The Automated Voice Response (AVR) system is a computerized service that allows providers with touch-tone telephones direct access to eligibility information for the current benefit month and previous 365 days. It also allows providers to access provider Checkwrite information, claim status information, and prior authorization (PA) status information. Providers are able to make up to **eight inquiries** per call.

Providers should wait at least 15 business days from the date of submission to verify PA and claim status information.

The AVR system features:

- Easy-to-follow prompts.
- Toll-free telephone lines.
- Option to press "0" to transfer to Provider Services.

Magnetic Stripe Card Readers

Eligibility access available 24 hours a day, seven days a week

- The readers look and work similarly to credit card terminals and may be purchased through commercial eligibility verification vendors. (Refer to the Provider Resources section of the All-Provider Handbook for a list of these vendors.)
- Using the magnetic stripe on the back of the Forward card to access current Medicaid eligibility information, the readers enable providers to print a hard copy of the recipient's eligibility information for their records.

Direct Information Access Line with Updates for Providers (Dial-Up)

Eligibility access available Monday through Friday, 7:00 a.m. to 6:00 p.m., except holidays

Offers information through your personal computer or "dumb terminal" with the use of a software communication package and telephone modem. The package can be purchased through the fiscal agent.

To receive fee information and a provider agreement for Dial-Up, call Wisconsin Medicaid or write to:

Wisconsin Medicaid
Dial-Up
6406 Bridge Road
Madison, WI 53784-0009
(608) 221-4746

Personal Computer Software

Eligibility access available 24 hours a day, seven days a week

- Can be integrated into your current computer system and, using a modem, can access the same information as the magnetic stripe card readers.
- Enables you to print a hard copy of the recipient's eligibility information for your records.

Some eligibility verification vendors also provide access to the EVS through the Internet. Providers can print a hard copy of a recipient's eligibility information through this method also. Refer to the Provider Resources section of the All-Provider Handbook for a list of commercial eligibility verification vendors.